



Family *Health* Readiness



LTC Nichelle A. Johnson

Commander's Corner

Welcome to Kenner Army Health Clinic! Inside this guide, we are thinking not only about our Soldiers well-being, but their families. Behind every great Soldier is their loved ones. This time of year many of us are moving to new assignments and can be very trying for one's household. For many military children, they can transition to a new duty station up to 10 times by the time they are 12 years of age.

Kenner knows it is important to keep your family happy and healthy. Moving and starting over is a challenging time so we are here to help and get you back on track. We offer many healthcare services such as Army Wellness Center, Optometry, Radiology, Exceptional Family Member Program and much more.

This guide rings true to me because, as a registered dietician and nutritionist, I am passionate in communicating and educating everyone on what is important to live a happy and productive life. We will consistently keep you informed by communicating through our website at <https://kenner.nrmc.amedd.army.mil>, and follow us on Facebook at www.facebook.com/kenner.ftlee/ and articles in the *Fort Lee Traveller*.

We also like to hear your feedback by filling out the Joint Outpatient Experience Survey which can be done electronically or by mail. We use JOES to help improve one's health experience that we provide at Kenner.

We are one cohesive team at Kenner and we are committed to giving your family quality care service, which is essential to our Total Army Readiness. Kenner hopes this guide will help with your transition and keep your family ready.

LTC Nichelle A. Johnson

Commander, Kenner Army Health Clinic
Fort Lee, Virginia

"Your Care. Your Trust. Our Mission."

KENNER ARMY HEALTH CLINIC MEDICAL READINESS GUIDE

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KENNER ARMY HEALTH CLINIC

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Pharmacy same day drop-off service

Linda Hamilton

Assistant Chief, KAHC Pharmacy

Kenner Pharmacy recognizes that Soldiers' time is valuable and time spent in the Pharmacy is time away from training and other unit functions. That's why we've added same day prescription drop-off service.

To use this service, patients select the drop-off option at the kiosk. Drop-off tickets are prioritized so come up to the window quickly and fill out the drop-off form. Requested medication(s) will be filled and ready for pick-up either the same day or by 10 a.m. the following day if dropped off later in the day. When a patient returns, the medication(s) is picked up at windows 8-10 where refills are also dispensed. No ticket is required for pick up.

To assist patients better for this process, technicians and pharmacists will quickly screen prescriptions, including hard-copy, e-RX, and KAHC in-house prescriptions at the time of requesting drop-off service.



Lesley Atkinson, PAO, KAHC

We have added a 10-minute parking spot near the Kenner Pharmacy entrance just for patients picking up their refills and drop-off prescriptions. Please feel free to ask the pharmacy staff at the in-take window when processing prescription(s) for more details about this convenient service.

Kenner's Pharmacy is open from 7 a.m. – 5:45 p.m. Monday – Friday. The first Thursday of the month, Kenner clinic including the pharmacy is closed for mandatory training from 1-2 p.m. Kenner's Refill Pharmacy is open from 8 a.m. to 5 p.m. Please allow up to 72 hours for refill processing.

E- Prescriptions

Defense Health Agency implemented an electronic prescribing initiative that allows civilian providers to electronically transmit prescriptions to Military Treatment Facility pharmacies several years ago. As of 2018, over 73 percent of office-based providers nationwide were actively participating in an e-prescription program. Kenner pharmacy has been a champion of the e-prescription initiative since its implementation in December 2014. Between October 2016 and May

2018, Kenner pharmacy processed over 69,000 e-prescriptions from our network providers.

Electronic prescribing reduces medication errors associated with transition and transcription errors that may occur with hand written prescriptions. The electronic prescription reduces the chance of transcript errors due to illegible handwritten prescriptions, reduce the likelihood of losing a handwritten prescription in transit and reduce the need to call the provider's office for

clarification about the prescription. Direct delivery of an electronic prescription from the provider's office to the MTF pharmacy may also reduce patient's wait time.

Ask your provider to send your prescription electronically to Kenner pharmacy or one of the military pharmacies near you. Your provider can search for military pharmacies by using the DOD naming standard "DOD SITE NAME e-Pharmacy." For Kenner pharmacy, first search by zip code 23801, then it will be "DOD Ft. Lee e-Pharmacy."



Lesley Atkinson, PAO, KAHC

Eagle Eye Clinic

Eagle Eye Clinic is honored to serve our Active Duty Service members and their families with world class comprehensive vision care. The optometrists at Eagle Eye Clinic have decades of combined clinical experience in the treatment and management of ocular diseases and perform eye exams to manage conditions, such as glaucoma, hypertension, and diabetes.

There are available appointments for family members and Retirees (under 65).

The Eagle Eye Clinic wants to be your number one choice for your eye care needs. Please log on to Tricare Online or call 1-866-LEE-KAHC to make your appointment today!

Phone 804-734-9253.

Hours: Monday-Friday 7 a.m.-4 p.m. (Closed the 1st Thursday of the month from 1-2 p.m.)

Physical therapy services available

CPT Michael Hurst

Chief of Orthopedics and Physical Therapy, KAHC

Retirees and Family members now have access to physical therapy services within the Family Medicine Clinic. As part of the Army Medical Home model of patient care, a physical therapist is included as part of your healthcare team. This will help to provide a "one stop" solution for your common orthopedic and physical therapy needs.

Services available include a comprehensive physical therapy evaluation, as well as treatment with manual therapy, therapeutic exercise, and trigger point dry needling. To help ensure maximum success with your treatments, be sure to:

- Arrive for your appointment on time.
- Be prepared to participate. Regular performance of your home exercise program is vital to achieving your physical therapy goals.
- Wear clothes appropriate for exercise. You will need to be able to move freely.
- Arrange for childcare. Some treatments will not be able to be performed with children in the room.

Depending on the complexity of your problem and availability of appointments you may still need to be referred to a network provider for physical therapy care. The Family Medicine embedded physical therapist's hours of operation are 7 a.m.-4 p.m., Monday-Friday. For details call 804-734-9200.

Dental Readiness on Fort Lee

Lt. Col. Dentonio Worrell

Fort Lee Dental Clinic, Commander

To accommodate all Fort Lee community oral health needs, the Fort Lee Dental Clinic consists of two large clinics providing dental services for active duty members.

One of Fort Lee dental clinics is located at Mosier Consolidated Troop Medical Clinic 2 at 300 Central Ave., Bldg. 18036 on the Ordnance Campus. The Mosier staff services the needs of the 16th and 832nd Ordnance Battalions as well as the BOLC Transportation classes. The clinic is open Monday – Friday from 7:30 a.m. - 4:30 p.m., and can be reached at 804-734-5454.

The Colonel Bull Dental Clinic is located at 2601 C. Ave., Bldg. 8204. The staff services the needs of the Combined Arms Support Command plus Garrison, Army Logistics University, 111th and the 54th as well



Rebecca English, Fort Lee Dental Clinic Command Executive Assistant

Dentist, Col. Anthony Thomas and Angela Boykin, dental assistant both from Colonel Bull Dental Clinic provide endodontic therapy or better known as a root canal to Soldier from Fort Lee.

as 23rd Quartermaster Brigade trainees. For additional information, call the clinic at 804-734-9607/9608.

Sick call hours are from 7:30-9:30 a.m. and 12:30-2:30 p.m. for all clinics except on Federal Holidays, when the clinics are closed. Each Tuesday and Wednesday morning is dedicated to meet the needs of incoming initial entry training students and sick call only. No other walk-ins are accepted unless there is a true dental emergency. After hours, including weekends, there is always a dentist on call who can be reached by calling the Kenner duty desk at 804-734-9000 or the dental duty desk at 804-931-7936.

Appointments are scheduled via walk-in or over the phone. If the service member does not have a dental record on file, the appointment must be scheduled in person unless the service member is hand-carrying their record due to permanent change of station.

Readiness is an individual Soldier issue, a unit issue and a command issue. Please call to schedule an appointment before or as soon as you turn AMBER in MEDPROS. The clinics are typically booking out 4-6 weeks due to manpower shortages and increased AIT class sizes. To ensure access to care, the dental clinic has initiated templating for annual exams 3 months out.

Now is the time for back to school physicals, sports physicals and immunizations

Stephanie Beaufort-Jefferson

Pediatric, Nurse Care Manager

Don't wait, now is the time to plan for getting your children's immunization records and physical exams up-to-date for the next school year! The Pediatric Clinic within Kenner Army Health Clinic stresses, "Do not wait until the last minute. Make an appointment early."

Who needs to come in?

Military beneficiaries that are going through kindergarten registration need immunizations and school entrance physical forms completed. Older children enrolling in Virginia public schools for the first time also will need a school entrance form completed. Annual school physicals for children already in the Virginia schools are not required and do not need scheduled.

A separate sports physical form is required for each school year beginning May 1 through June 30.

Virginia public school requires Tdap vaccine for all children entering the 6th grade, walk-in immunizations service M-T-W-F 7:30-11 a.m., and 1:15- 3:15 p.m. and Thursday 7:30-11 a.m. Closed weekends and holidays.

How do I get an appointment?

Parent/guardian should call the clinic appointment



Lesley Atkinson, PAO, KAHC

line at 1-866-533-5242 to schedule an appointment with your child's primary care provider or Tricare Online at www.tricareonline.com. If you have questions or concerns, please call Pediatric Clinic, 804-734-9125 during normal business hours, 7:15 a.m.-4 p.m. and your call will be directed to the appropriate area.

Why schedule and come in so early?

The sooner you come in, the less time you will have to wait, and waiting is risky. Your children may not be allowed to attend school without a current physical and immunizations.

Are there any restrictions?

Yes, if you have more than one child is being seen please arrive early enough for all children to be screened before the first appointment time. If multiple appointments are made with different providers please remember that both parents will need to attend unless there is more than an hour between the appointment times. These appointments are only for school physicals and sports physicals. All physicals are by appointment only.

Please bring an additional chaperone to your appointment if you are bringing more than two children. Only two children will be allowed in the exam rooms at a time. This is for patient safety.

What should I bring for my child's physical?

Any school forms required to manage your child's healthcare needs during school hours such as allergy, asthma, seizure and/or special diet plans. Please

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Back to School Medical Exams *Continued*

contact your local school system for:

- All required healthcare forms
 - All immunization records
 - A list of child's medications
 - Any medical record you may have,
- however, you do not need to pick up records housed in the Kenner Medical Records Department
- Eye glasses if worn
 - School physical entrance form and sports physical form are located on the Kenner Army Health Clinic home page on the Pediatric section

Kenner wants to provide the best possible care for our Soldiers and their families. Children are given physicals and immunizations to identify special needs and prevent illness. Make sure your child is taken care of and schedule an appointment today!

PCSing with the family pet

CPT Christan Stager

Fort Lee Veterinarian

This time of year, many families are packing up to do a permanent change of station. Not only getting the family packed but getting the family dog and cat ready to move as well. Knowing what to do before the move can make the transition smooth.

Whether departing or arriving to Fort Lee there are veterinary services offered to active duty military, retirees, reserves, National Guard, and dependents at the Fort Lee Veterinary Treatment Facility. They offer basic wellness services, limited sick call, and health certificates, but no emergency services.

When moving within the Continental U.S., pets will need a current rabies vaccine and a health certificate to travel. The only proof of rabies accepted is a rabies certificate from the veterinarian

who administered the rabies vaccine. The health certificate is valid for 30 days by car but most airlines require the health certificate to be performed within 10 days of travel.

Animals PCSing outside of the U.S. to include Alaska and Hawaii, will need a current rabies vaccine, an ISO-compliant microchip implanted BEFORE the most recent rabies vaccine, and health certificate within 10 days to travel. Again, the only proof of rabies accepted is an original rabies certificate from the veterinarian who administered the rabies vaccine. The rabies certificates for OCONUS travel have very specific requirements. Some locations also require a blood test called a Fluorescent Antibody Virus Neutralization to determine immunity to the rabies virus. Most countries will not allow vaccination within 30 days of arrival



Courtesy Photo

so all requirements must be completed at least a month prior to travel. Some locations require specific parasite treatment within a few days of travel. Preparation time can be extensive: Japan- up to 7 months, Hawaii- up to 4 months. If traveling through another country (i.e. not a direct flight), one's pet may need to meet the requirements of all the countries they are traveling through.

A health certificate is issued by a USDA accredited veterinarian who are military personnel. The veterinarian examines

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PCSing with the family pet Continued

the patient to ensure the pet is free of communicable diseases and meets the requirements for travel. A military veterinarian is able to endorse health certificates to the EU, Korea, and Japan. All other health certificates must be sent to a USDA office for endorsement. CONUS health certificates do not require USDA endorsement.

It is very important to check with the airlines to see if there are any additional requirements. Most airlines restrict the travel of brachycephalic pets, such as pugs and bull dogs, due to health concerns and all pets during certain times of the year due to extreme temperatures. Some airlines require additional documentation.

Owners are responsible for making sure their pets meet all the requirements for travel. A health certificate will not be issued if the required vaccines or tests are not completed. The USDA Pet

Travel website <https://www.aphis.usda.gov/aphis/pet-travel> is a great resource. The VTF will be happy to assist owners in determining what is required. Please contact the VTF as soon as you know where you are PCSing.

Lastly, when PCSing, do not abandon your pets! This is punishable by Uniformed Code of Military Justice. If you are having trouble meeting travel requirements, coordinating transportation, or can't take your pet with you for whatever reason, please rehome your pet with family or friends or surrender to an animal shelter. Posting on Facebook, NextDoor, or other social media can be helpful in finding your pet a new home. Fort Lee has a stray animal facility where you can surrender your pet.

The Fort Lee Veterinary Treatment Facility is located at 11025 38th Street, and can be reached at 804-734-2446 or fortleevetclinic@gmail.com. Follow us on Facebook at www.facebook.com/FortLeeVets.



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Utilize AWC to reach health goals

The Army Wellness Center at Fort Lee is focused on working with clients to change lifestyle behaviors in an effort to help achieve their goals and avoid future risk for disease development. Once you schedule an appointment and arrive at the center you will be taken through standardized assessments by one of the NCCA-certified Health Educators.

- Body Composition – used as an indicator of risk and a gauge of success
- Resting Metabolic Rate – caloric recommendation for weight management
- Fitness Testing – provides benchmarks of overall fitness level and extracts optimal heart rate zones for fat burning and endurance training.
- Lung Age Testing – useful tool for those interested in tobacco cessation
- Biofeedback – learn about physiologic effects of



Courtesy Graphic

stress and coping techniques

- Health Coaching – assistance in creating a realistic plan to achieve your goals

• Educational Classes – classes discussing topics like nutrition, healthy sleep habits, and stress management.

Once you have completed the assessments our certified Health Educators will provide you with individualized coaching based on your results and your goals. On-going coaching will be encouraged in an effort to answer any questions, keep goals and recommendations current, and track progress.

The Army Wellness Center offers six core programs: Health Assessment, Healthy Nutrition, Physical Fitness, Stress Management, General Wellness Education and Tobacco Education. Services are available for active duty service members, military retirees, and their family members 18 years and up. The AWC is also open to DOD/DA Civilians. The hours of operation are 7:30 a.m. - 4:30 p.m. Monday-Wednesday and 5:30 a.m. - 2:30 p.m., Thursday-Friday. If you are interested in scheduling an appointment at the Army Wellness Center, or you have additional questions please call 804-734-9925 or stop by in person to Building 9205 Mahone Avenue on Fort Lee.

Women get ready for healthy summer

Mary Ann Crispin

RN, Disease Management Coordinator, KAHC

National Women's Health Week, recognized in May, is a perfect time for women to make health a priority by scheduling routine medical exams and preventive screenings at Kenner Army Health Clinic. In addition, now is the time to empower oneself in being active, be aware of emotional health needs, and avoid unhealthy practices.

The Office on Women's Health states that the steps to build a foundation of good health are the same for everyone. These are to visit a health care provider for a well-woman visit (checkup), preventive screenings, and vaccines. Get active and try to eat healthy. Pay attention to mental health, and this includes managing stress and getting more sleep. Lastly, practice safe behaviors, such as quit smoking and protect yourself from sexually transmitted infections.

The provider care teams in all of the clinics can answer specific questions about your health concerns. There are several websites that have excellent information such as www.womenshealth.gov/nwhw/, and www.cdc.gov/women/observances/index.htm.

Consider the beginning of summer as an opportunity to review your health needs specific to your age and family history. Test for chronic conditions such



Lesley Atkinson, PAO, KAHC

as diabetes, hypertension and high cholesterol. An annual well-women checkups cover many preventive screenings to promote overall health. This also can provide a chance to set health goals and speak to a provider about any concerns you may be having.

Kenner encourages annual health screenings, including the Pap test, which can find changes in a woman's cervix before cancer develops. According to the American Cancer Society, the greatest risk factor for cervical cancer is infection from the human papilloma virus, a sexually transmitted disease that can

cause changes in the cervix over time.

KAHC's Kimberly Parks, Women's Health Team nurse practitioner, says during your visit there are many ways to decrease certain risk factors.

"Everyone plays a role in supporting women and encouraging them to stay healthy," said Parks. "Women and girls, ages 13 and older, are always welcome to make an appointment with Kenner's Women's Health providers for their health needs, even if they only have questions."

She mentioned that some women – because of their history – may need to have a different screening schedule for cervical cancer. It is important that every patient follow-up with their primary care manager to get test results.

Each month, KAHC reviews the needed health screenings of its patients. A staff member may talk with patients about the importance of regular medical screenings.

"Women serve as caregivers for their families, putting the needs of their spouses, partners, children and parents before their own," Parks said. "As a result, women's health and well-being becomes secondary. As health care professionals, we have a responsibility to support the women we know and do everything we can to help them take steps for longer, healthier, happier lives."

KAHC offers Pap and HPV co-testing, HPV

(continued on following page)

Women's healthy summer Continued

vaccination, management of abnormal Pap smears, breast exams, mammography, pre-pregnancy health counseling, menopause management, STI testing/treatment, as well as acute and some chronic gynecologic care for adolescent to post-menopausal women.

The clinic also offers a wide variety of contraception (birth control) choices: including long-term options such as the 3-, 5- and 10-year IUDs and sub-dermal (under the skin of upper arm) hormone implants. Oral pills, patch, vaginal ring, injection (shot) and non-hormonal or "natural" options are available as well. Emergency birth control (Plan B®) is available through the Kenner pharmacy without a prescription to most of our female patients. Birth control can also be used for cycle control which can be very helpful especially during deployments.

To schedule a Women's Health visit, call 866-LEE-KAHC or 866-533-5242 or use TRICARE Online, www.tricareonline.com. To quit smoking, KAHC offers a four day Smoking Cessation Classes, to schedule call Cynthia Rice at 804-734-9304 or email cythia.e.rice4.civ@mail.mil.

We care what you think

Trudy Corbett

KAHC Patient Advocate

The Military Health System wants to hear from you through its unified outpatient survey system for all Military Treatment Facilities across all services. The Joint Outpatient Experience Survey combines and standardizes longstanding methods used by the Army, Navy, Air Force, and Defense Health Agency to learn about beneficiary health care experiences with the goal of improving MTF care.

The formal survey determines:

- Perception of availability of services provided, type of services received and facilities where provided
- Familiarity with availability and facilities
- Health status
- Satisfaction with system and quality provided
- Other matters as appropriate

As a beneficiary, your input on the survey can have a considerable impact on how your MTF delivers

health care. MTFs exceeding an overall patient satisfaction score of 97% receive additional funding. The funding is invested in new equipment, additional staffing, and services which enhance patient visits and improve care. When services fall below expectations, Kenner uses that feedback to develop improvements. The survey can either be completed electronically or submitted by mail.

The survey only takes about five minutes to complete and should be submitted within 30 days of the appointment. Patients receiving services within a military facility are randomly selected to receive a survey no more than once every 90 days.

Share your voice and be heard, complete your survey and tell Kenner Army Health Clinic what is going well and where we can improve.

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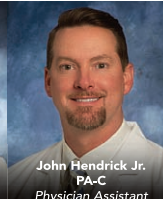
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EFMP ensures family readiness

Haylee Foster

EFMP Coordinator

The Exceptional Family Member Program is a program mandated by Congress designed to ensure enrolled dependents are only assigned to locations where their healthcare needs can be adequately met.

Soldiers are responsible to ensuring their EFMP enrollment is current. The program works with other military and civilian agencies to provide community support, educational, medical housing, and personnel services to families with special needs.

Chronic health conditions and certain special education issues often require enrollment but, for clarification, please contact the Kenner Army Health Clinic's EFMP office for a review of current situation. EFMP enrollment is mandatory for all dependents who meet criteria, per Department of Defense Guidelines.

The EFMP office also completes travel screenings for family members who have orders overseas,



Courtesy Photo

including Alaska and Hawaii. All family members traveling with their service member overseas must have a travel screening, and these can be accomplished anytime within 1 year of travel. One does not need hard orders to complete this process. Once it's completed, the service member will be able to schedule household goods pickup, passports,

EFMP explained

What is the program about?

EFMP staff can help families navigate the medical and educational system for family member's care:

KAHC EFMP coordinator assist by:

- Identifying and enrolling family members with special medical or educational needs.
- Finding out what services are available at your present or new duty station.
- Supporting your family with information, referrals and non-clinical case management to access services.

travel reservations, etc. This screening is the first step towards Command Sponsorship.

For more information about Fort Lee's EFMP enrollment, the office is located on the 2nd floor at Kenner Army Health Clinic, across from the elevators. Hours of operation are Monday – Friday from 7 a.m.- 4 p.m. on a walk-in only basis and can be reached at 804-734-9130.

Protect yourself from tick-borne diseases

Cpt. Rachel Querido

Environmental Health Chief

It is that time of year again to enjoy the great outdoors. Before heading out, remember we have some pesky neighbors that need to be mindful of while exploring. Below are shown some of the common ticks found locally.

Keep in mind, although you may come across a few ticks while outdoors, not all ticks are infected with a disease. So if bitten by a tick, it does not necessarily mean you will get sick. In addition, even if a tick is infected, it must be attached to your skin for at least several hours before it can successfully transmit the pathogens to you. Since you cannot tell if a tick is

infected by looking at it, the sooner the attached tick is removed, the safer you will be.

Ticks that are just crawling on the skin or clothing will not make you sick. The best way to avoid these parasites is by staying away from their habitat. This includes tall grass or vegetation, forest edges, or forested areas with leaf litter. However, it can be difficult to avoid their habitat if hiking in the woods or enjoying a stroll through the Petersburg Battlefield.

If spending some time out in the woods, make sure to wear long sleeves and pants that are brightly colored. This helps to see if any ticks are trying to cling onto clothing.

Do not forget to wear repellents that contain DEET

for skin application. Products containing DEET in concentrations greater than 50 percent are no more effective than the rest. Aerosol permethrin works great for hiking boots and clothing but be very cautious when using it, if you choose to do so. Always follow the instructions closely when dealing with toxins. Military uniforms do NOT require permethrin treatment as they have been factory treated.

The best aid in preventing a tick-borne illness is to always conduct a thorough tick checks as soon as you are able. Use the buddy system to check each other for ticks. Once indoors, remove clothes and take a shower to check over skin carefully. Also, check boots as ticks like to tuck themselves within the bootlaces.

It is very important to check your children and pets. Experts suggest applying veterinarian-approved tick repellant on your dog's fur to prevent ticks from sticking onto their coat.

It is also helpful to place your clothes in a hot dryer for 20-30 minutes in case you missed any ticks (this will help kill them too).

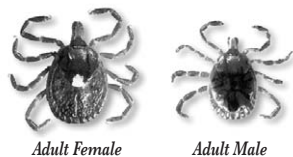
If you find yourself to be bitten by a tick these are the steps to remove it:

- Never use petroleum jelly, a hot match or other products to remove a tick. These methods may make

(continued on following page)

{ *Amblyomma americanum* }

• **LONE STAR TICK** •



Adult Female Adult Male

carrier for Ehrlichiosis, inducer of red meat allergy

{ *Dermacentor variabilis* }

• **AMERICAN DOG TICK** •

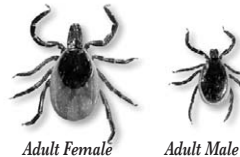


Adult Female Adult Male

carrier for Rocky Mountain spotted fever (RMSF)

{ *Ixodes scapularis* }

• **BLACKLEGGED OR DEER TICK** •



Adult Female Adult Male

carrier for Lyme Disease

How health care delivery works

Larry Washington

Medical Evaluation Board Physician, KAHC

Health care is typically sorted into two simple, but broad categories: inpatient care versus outpatient care.

But do you know what that means?

Inpatient care is almost always reserved for patients with severe conditions that for one reason or another can't be treated as an outpatient. Today, inpatient care has become less necessary because medical advances have created ways to treat more conditions in an outpatient setting.

When I was a resident in the 1980s, we would admit patients to the hospital for new onset of diabetes. Back then, this was to regulate prescribed medications and to keep a closer eye on one's blood sugars. Also, it was meant to assure they took medicine on time. A norm was to start with injections of insulin. Then switched to an oral medicine before they were discharged home (if we could do it without causing the sugars to go up again). Those days are long gone because we have portable glucometers. In addition, there has been a dramatic increase in the number of oral medications that can safely reduce blood sugar.

Outpatient health care or ambulatory health care, as it is also known as, is delivered without a hospital stay. Today, almost all patients can be treated as outpatients, even those with fairly complicated medical problems. Some patients still have to be admitted to a hospital for a few days for the initial evaluation and treatment, but in most cases, they are discharged in a short time to get further care as an outpatient.

There are two categories of outpatient health care: primary and specialty. In the past, most outpatient healthcare used to be primary. Most doctors would go to medical school for four years then do one year of on-the-job training (through an "internship"), and then go out into the community and establish a practice. Although there was a lot to learn, most doctors got a working knowledge of how to handle most problems with this kind of training. In general, treatments were pretty straightforward and tended to break down along the lines of prescribing medicines versus doing surgery. Although most graduates became general practitioners, a relatively small number would go into studying specialties like internal medicine or surgery.

Specialists were mostly found in major hospitals where patients would be referred if they had conditions too complex or puzzling for the general practitioners. Generally, this was how medicine worked prior to the 1950s. From about the mid 1960s onward, however, new discoveries developed at breakneck speed. The pace shows no sign of slowing down even now. If anything, it's speeding up. Even the smartest general practice doctors were overwhelmed by the volume of new information and technical advances available.

Medical training started to change. More and more, new physicians drifted away from the general practice model of medicine in favor of developing expertise in narrower specialty fields - internal medicine doctors "subspecialized" in cardiology, neurology or gastroenterology just to name a few. General surgery doctors subspecialized in cardiothoracic surgery,

vascular surgery and neurosurgery.

Today, there are more than 150 medical specialties and subspecialties, each with its own set of guidelines, rules and examinations. Even the general practitioners specialized. They became family practice physicians, which requires two more years of on-the-job training (or a "residency") and a comprehensive board certification exam. Even with all the highly trained specialists and subspecialists in the healthcare system, there still needs to be someone to see the "big picture." A cardiologist who is well trained to care for heart problems doesn't have the training (or equipment) to care for joint problems - like arthritis, for instance.

This is where the primary care physician comes in. They are trained to understand the whole spectrum of illnesses and injuries in a broad way and what is needed to diagnose and treat them. The primary care physician can treat a lot of relatively uncomplicated illnesses and injuries but not all. They can't always make a proper diagnosis or deliver a proper treatment, but they do have a good understanding of who can do those things and they make the appropriate referrals.

Primary care providers get a lot of training in knowing where the boundaries are between primary care and specialty care. For instance, the arthritis I mentioned may not be osteoarthritis (aka "wear-and-tear" arthritis). It might be rheumatoid arthritis. That kind of arthritis requires the skills and experience of a rheumatologist to make sure the patient is getting the best care possible.

The Kenner Army Health Clinic physicians are trained to make referrals, for medical issues that require referrals and treat those they can. If you have any questions about referrals, call Referral Management at 804-734-2273.

Tick-borne diseases Continued

ticks bury their head deeper in the skin or even regurgitate and deposit the bacteria or viruses they may be carrying.

- Use fine-tipped tweezers.
- Grasp the tick very close to the skin.
- Gently pull the tick's body away from the skin until it releases.
- Clean the skin with soap and warm water.
- Place tick in a zip lock bag.
- Label the bag with your name, date it was removed and the location where you think you acquired it from.
- Place in the freezer until you bring it to Kenner

Army Health Clinic, your primary care clinic or drop off at Public Health on the 2nd floor of KAHC.

- The clinic staff will transfer the tick into a vial within their tick test kit and will fill out some forms that include your demographic and contact information.
- KAHC Environmental Health Services staff will mail the tick to the Army Public Health Center for testing.
- APHC will immediately contact Environmental Health Services staff if the tick test returns positive for any disease.
- Upon notification, Environmental Health Services staff will immediately contact Army Public Health Nursing Services staff who will notify the person who submitted the tick of the positive results.

• Upon notification, APHN Services staff will instructed the person to follow-up with their assigned healthcare provider for further testing and/or treatment.

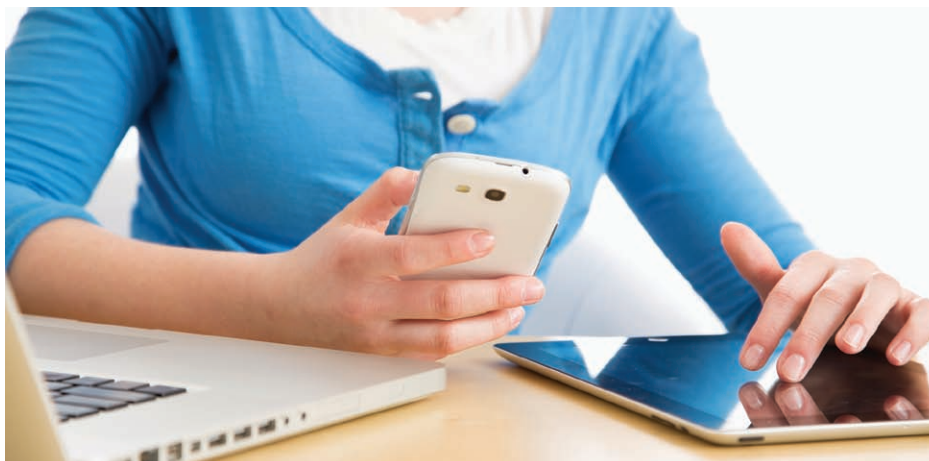
- The testing process may take anywhere from three to five weeks depending on how many ticks APHC receives for testing.
- Only persons with positive tick samples will be notified.

If the patient is unable to submit the tick and they exhibit signs and symptoms after exposure to a tick, they will then be tested for tick-borne diseases. If you are concerned about test results or have questions you may call Environmental Health Services at 804-734-9652 for expert guidance.

Tricare Online Secure Messaging Service

Powered by Change Healthcare (TOL SMS)

Are you tired of unnecessary office visits? Being placed on hold for several minutes when you call the clinic? Would you like to be able to contact your health care team at your convenience? Do you have access to a device (tablet, phone, computer, Xbox, etc.) with an internet connection? If you answered YES to any of the questions above, Kenner Army Health Clinic has a solution for you! Communicate with KAHC online through TOL Secure Messaging Service. It is a safe, secure, and confidential way to communicate your non-urgent healthcare needs to your care team. It's easier to use than e-mail and incorporates stronger security measures to ensure your privacy.



Courtesy Photo

Use the FREE Secure Messaging service to:

- Consult your provider team regarding non-urgent healthcare matters or symptoms.
- Request prescription renewals, lab and radiology results.
- Request renewals for referrals or

consults.

- Log Blood Pressure readings and Blood Glucose results.
- Access, securely store, and manage your Personal Health Record.
- Find health education information, including links to doctor-recommended sites.

• Get updated information on clinic closures, important changes, or upcoming events that could benefit you and your family.

The registration process is quick and easy, and only takes a few minutes to set up an account:

1. You can sign up by using one of the Kiosks located in the waiting room of the KAHC Family Medicine Clinic

2. TOL Patient Portal Secure Messaging is accessible directly at TOLSecuremessaging.com or by clicking the "Secure Messaging" icon on the TOL Patient Portal homepage located at www.TRICAREOnline.com.

To learn more about the Change Healthcare service:

1. Visit www.tolsecuremessaging.com
2. Watch the video at:
https://www.youtube.com/watch?v=J_VvHnQ2GaQ&feature=youtu.be

If you have any questions or issues regarding Secure Messaging, you can call Customer Support at 1-866-309-4138.



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There's an app for that! Sustaining wellness while traveling

Candace Lewis

AWC Health Educator

While traveling, it often feels difficult to maintain a healthy exercise and diet routine. The staff at the Fort Lee Army Wellness Center encourages everyone to remain active during your travels.

The AWC shares their list of top 5 recommended apps to use while traveling below. In today's society, we all travel with cell phones. Use this tool to help remain active and achieve health and wellness goals!

• myfitnesspal

Free and easy to use app to track calories, log activities and monitor macronutrient intake. With this app, one can scan barcodes, save favorite recipes and track quickly with the Quick Tools feature. Be sure to complete a Metabolic Testing at the Army Wellness Center to know how many calories you burn at rest and to receive a caloric intake goal to achieve weight goal. The app has thousands of foods preloaded in their library so you can often find nutrition info for foods you order at a restaurant while traveling.

• Nike Run Club

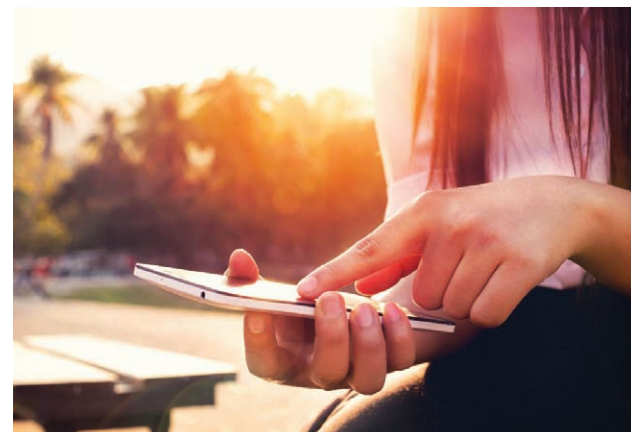
Nike designed a free and easy app to coach any runner with fitness goals as little as 5k run or big as a marathon. The app includes GPS run tracking, audio guided runs, coaching plans, and motivation. It will help keep you active even while traveling.

• Nike Training Club

This fun app offers a muscular strength, endurance, and flexibility training program designed specifically from one's goals. The app includes exercises for free-weight, kettlebells, or dumbbell weights at home, or inside a gym. The app offers video demonstrates throughout the workout. In addition, it includes short workouts for those with less time.

• Fooducate

If having a hard time deciding which food item is healthier, Fooducate is here to help! Fooducate assists with making the best food selections by analyzing items beyond their caloric value. Simply scan the bar codes and the app will grade food from A to D, give product reviews, and offer healthier substitutions.



Courtesy Photo

• Yummly

Yummly is a great app to help with coming up with new recipes and using up items piling up in a pantry. The free and easy to use app offers personalized recipe recommendations and helpful videos based off of tastes and dietary needs. It also helps with the current ingredients one may have and it can create a yummy recipe!

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